MCOCommunications

From: Chope, Kimberly M. <kim.chope@anthem.com>
Sent: Thursday, February 11, 2021 3:25 PM
To: Christina Wilson; Trivett, Dexter
Cc: Campbell, Jennifer M.; Michael Boutte; Stacy Guidry; Kelley Francis; Tara LeBlanc; Kimberly Sullivan; Laurie Jewell; MCOCommunications
Subject: RE: Notice of Action - Assessments for Members with Special Health Care Needs
Attachments: 039 HBL 2020 12 Resubmit 1.xlsx

Good Afternoon Christina,

Healthy Blue reviewed the NOA and we have a question regarding how LDH calculates the assessment completion percentage. The NOA states HBL's Report 039 for the December 2020 reporting period showed an assessment completion of **60.98%.** However, when we calculate we receive a percentage of **84.66%**.

HBL filters the 039 report as follows:

1. Filter out Column G (Reason Identified for Case Management) to include SHCN members only (SHCN-MED, SHCN-BH, SHCN-BOTH, SHCN-DOJ-NH, SHCN-DOJ-PASRR). This is completed since the reporting metric only applies to SHCN members.
2. Filter Column N (Assessment Result) to include Enrolled in Case Management, Declined Case Management, Case Management not needed. This is completed due to the reporting metric only including those members successfully contacted (clarified in Amendment 5).
3. Filter Column L (Assessment Status) to Pending. This is completed to include only those members who do not have a completed assessment.
4. Filter Column D (Member Identification Date) to include all cases prior to the last 90 days, so for December it would be every date prior to October. This is completed due to reporting metric of "within 90 days of identification".

Then we calculate as follows: (Step 2- Step 4)/Step 2

See example for December report:
1. 934 members identified as SHCN
2. 450 members identified as successfully contacted
3. 109 members have a pending assessment
4. 69 members did not have an assessment done in the last 90 days

Remaining math: 450-69/450. This leads to a percentage of 84.66%. This number is based on those successfully contacted.

While we understand that is still under the completion requirement, understanding how the calculation is made is crucial.

Thank you for your assistance.
Kim

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Healthy Blue

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Dexter,

Attached is a Notice of Action regarding HBL's Assessments for Members with Special Health Care Needs (Report 039). Please let me know if you have any questions.

Thank you,

Christina Wilson, MPA, CGAP
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